Sound Converter Wizard

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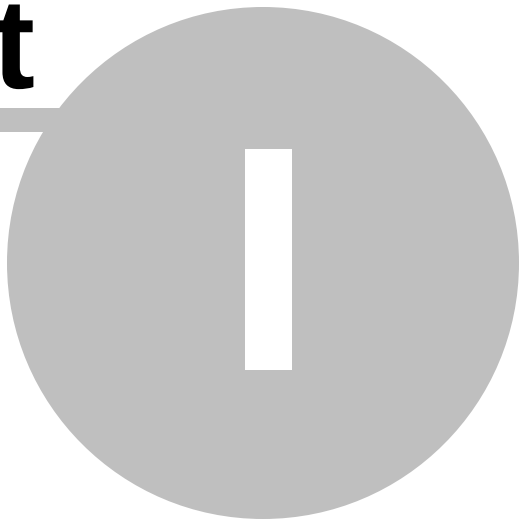
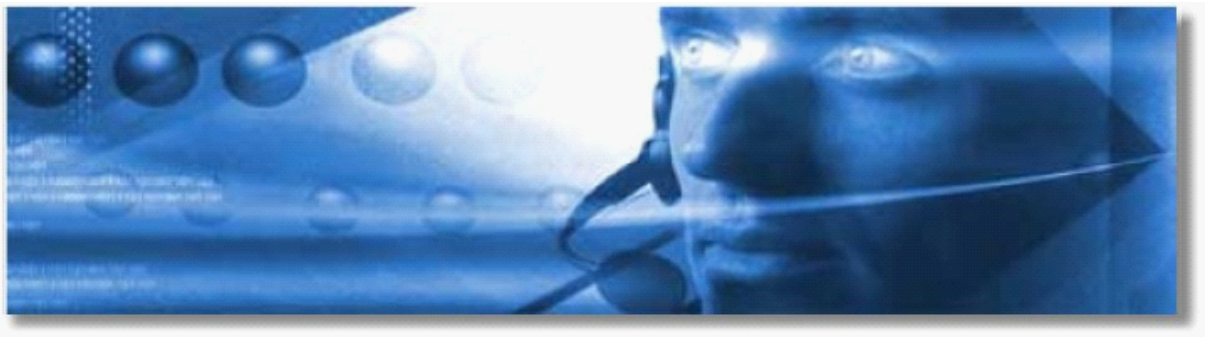
Part



1 Introduction



Sound Converter Wizard
USER MANUAL

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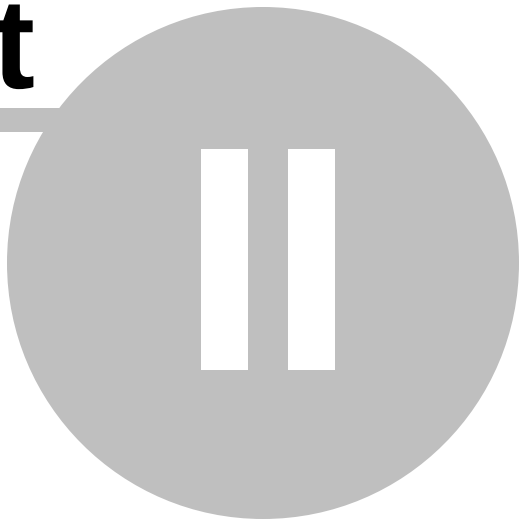
Part

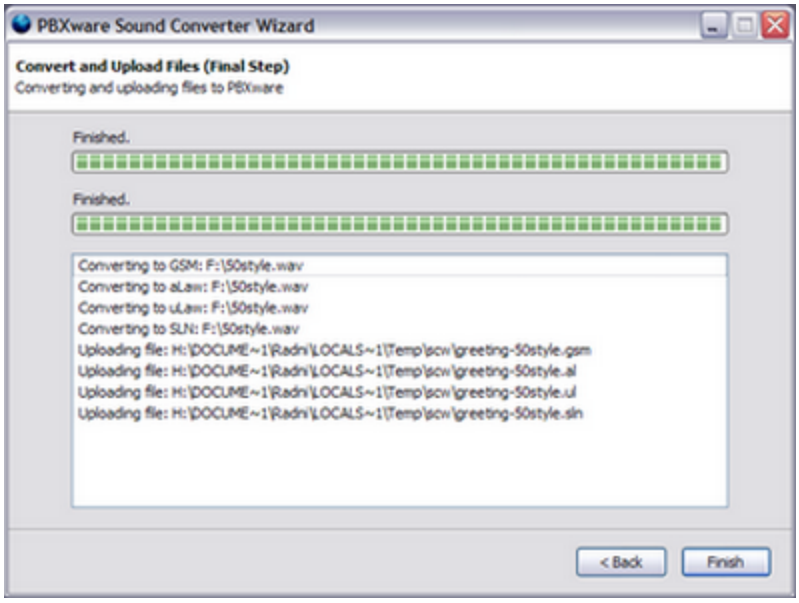


2 Overview

PBXware system requires specially encoded sound files to correctly play greetings and announcements for example. In some cases, when users require a custom greeting or announcement messages played by PBXware, Sound Converter Wizard is used to convert and upload these sound files from local computer to PBXware. Entire procedure is divided in couple if easy steps and is very simple to follow and complete.

Sound files are automatically converted by Sound Converter Wizard to all supported PBXware audio formats (.gms, .ulaw, .alaw and .sln), and then uploaded to a pre-set PBXware destination (Ring Groups/ IVR greeting message etc...).

NOTE: All sound files on local computer must be in .wav format



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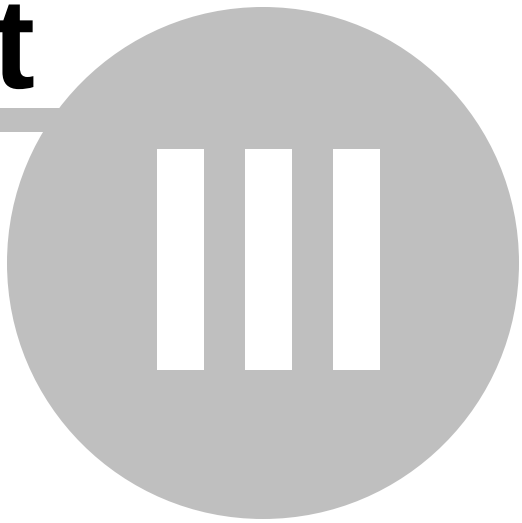
Part



3 Requirements

For full functionality Sound Converter Wizard requires:

- Microsoft Windows Operating System (XP preferred)
- Internet connection required if Sound Converter Wizard is to connect remotely
- .wav sound file with custom greeting/announcement on local computer

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Part

4 Installation

In this chapter we will cover:
- Start
- Choose Install Location
- Install
- Complete

4.1 Start

After the Sound Converter Wizard installation file is downloaded on local computer, a double click on 'scw-setup-$VERSION.exe' file will initialize the software setup. First window will display the welcome message. Click on 'Next' to proceed with installation or 'Cancel' to exit.

4.2 Choose Install Location

These options set the installation folder for Sound Converter Wizard. Default location is '$DRIVE:\Program Files\Bicom Systems\PBXware Sound Converter. On bottom, required and available disk space will be displayed. If, due to lack of disk space or any other reason, other installation location is necessary, click on 'Browse' button and point to it. A click on 'Next' to proceed with installation, 'Back' to return a step back or 'Cancel' to exit.

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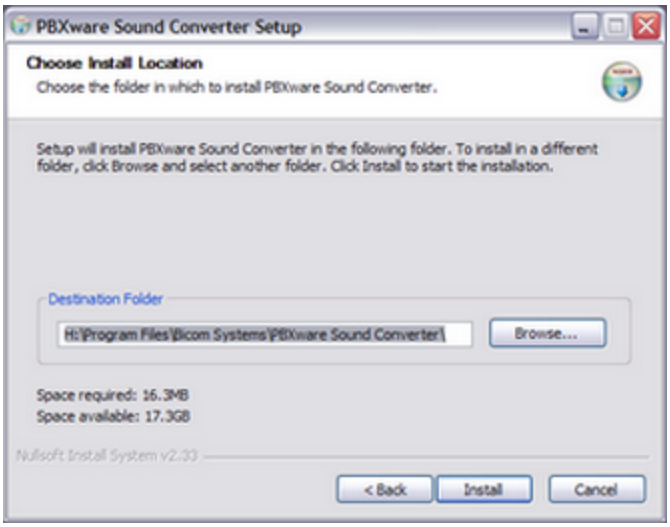
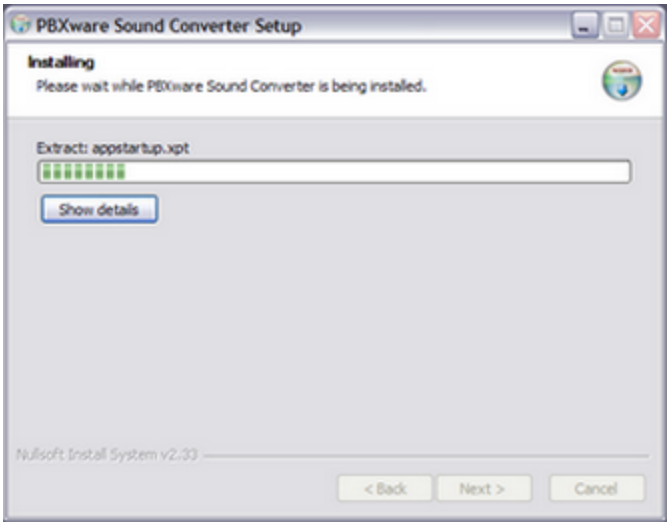


4.3 Install

Installation procedure will copy all necessary files to a location set in previous step. In order to see which files are being installed, click on 'Show details' button.



4.4 Complete

This window is displayed when Sound Converter Wizard installation has been completed. By default, 'Start Sound Converter Wizard' option will be checked. With this option enabled, a click on 'Finish' button will close the installation window and open Sound Converter Wizard interface.

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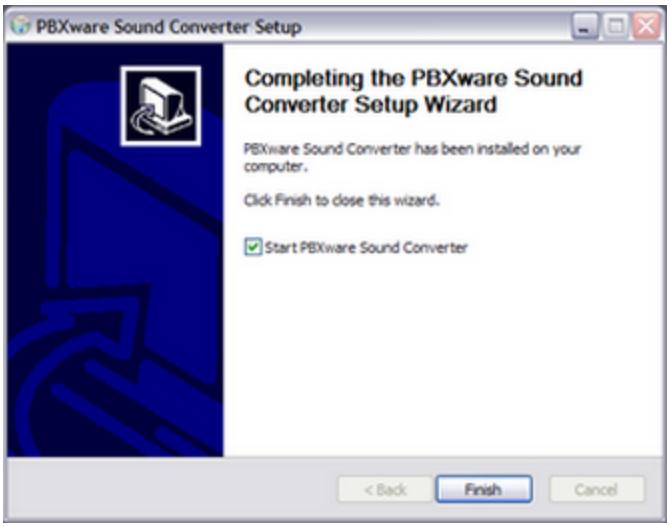

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Part V

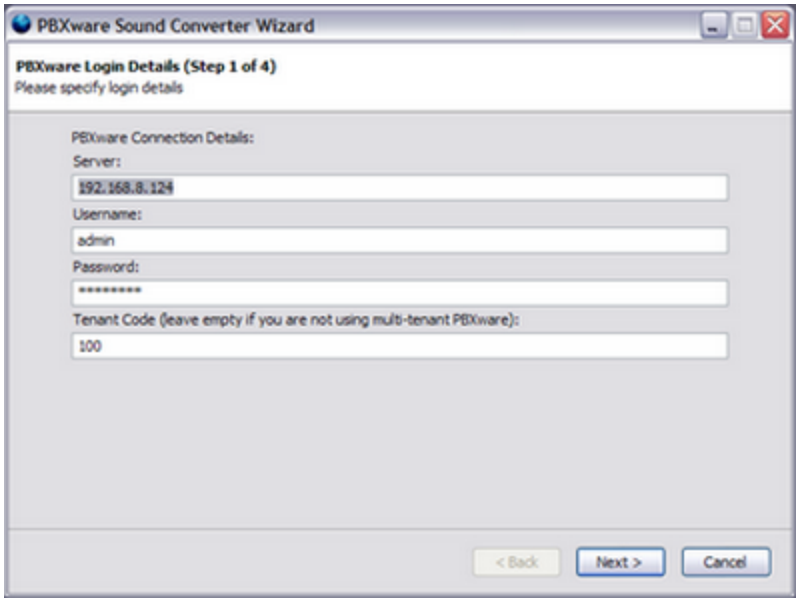
5 Sound Converter Wizard

In this chapter we will cover:
- Login Details
- Sound Files Selection
- PBXware Destination
- Uploading

5.1 Login Details

These options are used to authenticate Sound Converter Wizard with PBXware daemon. Authentication is required to successfully identify the destination, PBXware, on other end, where files are to be saved.

IMPORTANT NOTE: Due to security reasons, only PBXware administrator(s) should be in hold of daemon username and password; PBXware administrator(s) are to the ones who should upload the sound files to PBXware or to a tenant on PBXware.



Server:

PBXware IP address

Example: Type PBXware IP address here, 192.168.8.124 for example
Field Type: [0-9]

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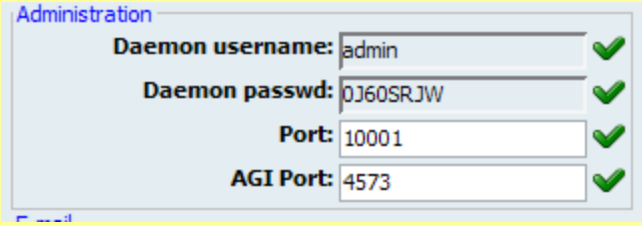
Username:

PBXware daemon username

Example: This username is by default set to 'admin' and can be found at following location

[***Multi Tenant edition***]
'Settings: Tenants: Edit first tenant from the top (also known as Master Tenant): Daemon username field'

[***Other PBXware editions***]
'Settings: Servers: Edit: Daemon username field'



Field Type: admin

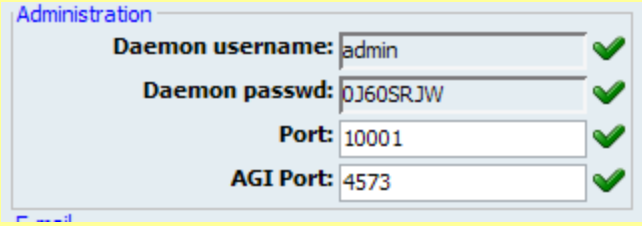
Password:

PBXware daemon password

Example: This password can be found at following location

[***Multi Tenant edition***]
'Settings: Tenants: Edit first tenant from the top (also known as Master Tenant): Daemon passwd field'

[***Other PBXware editions***]
'Settings: Servers: Edit: Daemon passwd field'



Field Type: [a-z][0-9]

Tenant code:

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PBXware tenant code

Example: Leave this field empty if not connecting to tenant edition of PBXware. Tenant code can be found at 'Settings: Tenants: Edit: Unique Tenant Code' location (e.g. 100)
Field Type: [0-9]

5.2 Sound Files Selection

These options are used to select sound files from local computer (multiple files can be uploaded at same time).

NOTE: All sound files have to be in .wav format

File Name:

Selected sound files for upload

Example: A list of selected sound files that are to be uploaded to PBXware will be listed here
Field Type: [a-z][0-9]

Add Files:

Add sound files for upload

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Example: Click on this button and select additional sound files that are to be uploaded
Field Type: Button

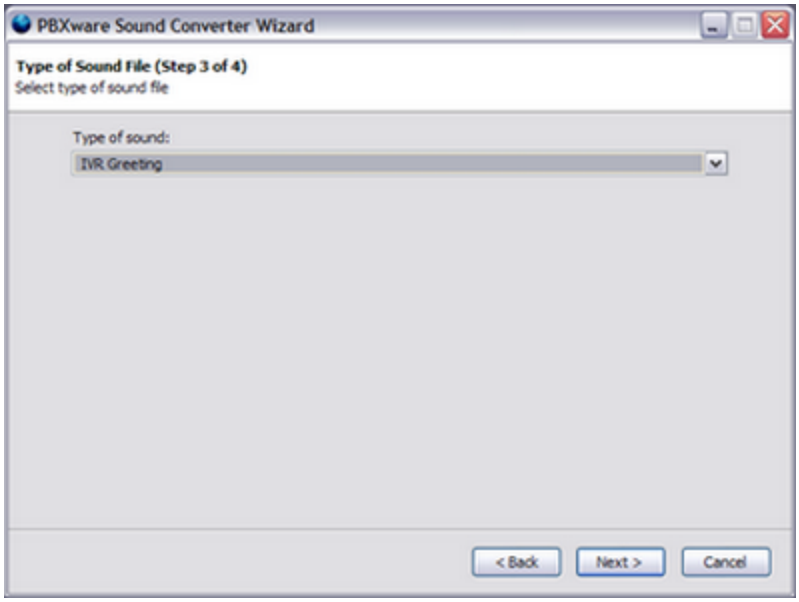
Remove Selected Files:

Remove sound files from upload list

Example: Select a sound file from the list and click on this button to remove it from the list
Field Type: Button

5.3 PBXware Destination

This option is used to select a destination on PBXware where sound files will be saved.



Type of sound:

PBXware location for sound files

Example: Select from the list a destination on PBXware where sound files are to be saved. Available options:
- Ring Group Greeting
- Ring Group Announce

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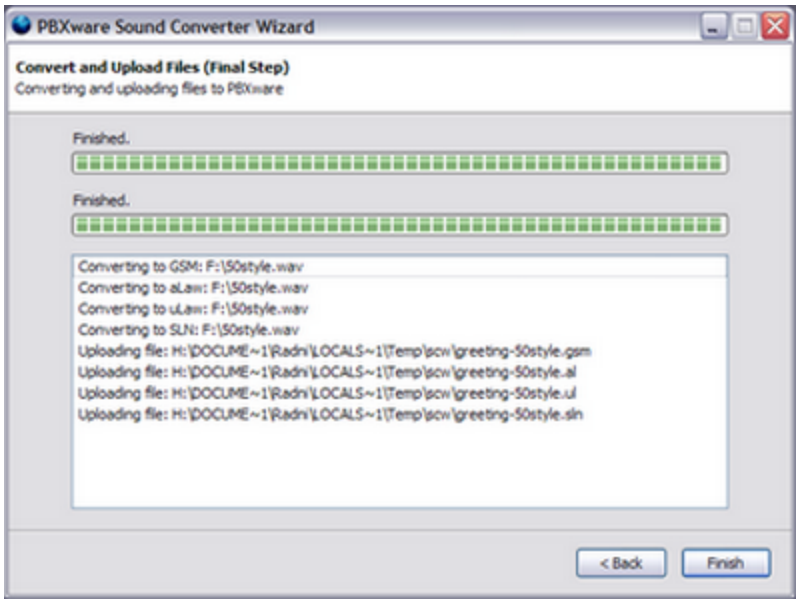
- IVR Greeting
- Queue Greeting
- Queue Agent Announce
- Queue Periodic Announce

Field Type: Select box

5.4 Uploading

The first progress bar on this window displays the status of sound files conversion to available sound formats (gsm, alaw, ulaw, sln). The second progress bar displays upload progress to PBXware. Once both processes are completed, click on 'Finish' button to close the Sound Converter Wizard



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